

# Calling for Support – Using the DTS Service Desk

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- ❑ Starting on Friday, January 12<sup>th</sup>, Bridgeport, Greenwich and Off-Site locations requiring medical equipment support will call the YNHHS DTS Help Desk @ (203) 688-4357 (HELP)
- ❑ Callers will select “Option 9” to place a call with Clinical Engineering for **Medical Device Line**.
- ❑ The Service Desk Analyst will run the user through a series of questions to place a ticket on their behalf.
- ❑ Once the call has been completed, a ticket will be opened with CE and the user will receive an email with their “CWKD” number to reference.